



GUIDE

**DefenseTravel**  
Management Office



*My*Travel

# My Travel Quick Start Guide For Approvers

January 18, 2022

V2.08



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## Revision History

Revision	Date	Author	Revision/Change Description	Page, Section
1.00	6/1/20	Defense Travel Management Office (DTMO)	New Guide	All
2.00	10/14/20	DTMO	New UI	All
2.01	1/14/21	DTMO	Table 2; added <b>Attachments</b> link	3.1.3
2.02	2/25/21	DTMO	Updated information about attachments	3.1.3, 4.1
2.03	3/31/21	DTMO	Added PDTATAC case number Added Becoming an Approver Updated checklists	History 2 App A
2.04	5/6/21	DTMO	Updates expense button availability Minor re-wording for clarity throughout	4.2 All
2.05	9/24/21	DTMO	Updated system name	All
2.06	10/29/21	DTMO	Updated DTMO template Slightly updated attachments info	All IV.A.3, V.A
2.07	12/17/21	DTMO	Updated DTMO website's MyTravel page name & URL	VIII
2.08	1/18/22	DTMO	Vastly expanded to create more comprehensive Approver desktop guide	All

*This instruction was reviewed by the PDTATAC Staff in accordance with DoDI 5154.31, Volume 5, dated 16 October 2015, as PDTATAC Case RR21003.*

## I. Introduction

This guide provides key information for Approvers who use MyTravel to support official travel. If you are using an online version of this guide, selecting the links in it takes you directly to other helpful resources, though if needed, you'll find the applicable URLs in Appendix D.

Specifically, this guide informs Approvers about:

- General policy and liability
- Eligibility and qualifications
- Available training
- How to use MyTravel to review and certify travel documents

As an Approver, you function as a Certifying Officer when you approve MyTravel documents for payment. This role obligates you to protect taxpayer funds from misuse. If you fail to exercise due diligence in this area, you may be liable to repay the amount of any improperly approved payment.

This guide discusses how to:

- Adopt a workflow to help you identify errors and intentional misrepresentations
- Approve payment disbursements for only accurate, authorized, and allowable expenses to reimburse the traveler
- Protect yourself from financial consequences resulting from payments made on expense reports containing errors or misrepresentations

You should always focus on preventing fraud, waste, abuse, and mismanagement of taxpayer funds as well as protecting yourself from liability when approving trip requests and expense reports.

**Note 1:** There are two Approver roles in MyTravel. One person may have one or both roles:

1. **Request Approver:** Reviews and approves trip requests, meaning they approve travel and travel arrangements. Although the official term for giving permission for actions to occur is to “authorize” the action, MyTravel only has an “Approve” option. For that reason, we always refer to approval in this guide.
2. **Expense Approver:** Reviews and approves MyTravel expense reports, meaning they approve payment of travel allowances and expense reimbursements.

**Note 2:** For best results, always use the Chrome browser to access MyTravel.



**Appendix A** of this guide provides checklists to help you as you check MyTravel trip requests and expense reports for accuracy. Although you cannot change most of the information in those documents, this guide does make note of the things you can change. If you find any errors you cannot change, you must return the document to the Traveler for correction.

## II. Document Workflow Overview

Table 1 shows the main steps of the document workflow. For most trips, a Traveler creates a trip request with reservations, expense estimates, and supporting documents (when necessary) to request approval for official TDY travel. After approval, if the request contains reservations, MyTravel provides the key reservation information to the TMC for action, which books the reservations. Approximately 3 working days before travel begins, the TMC issues electronic tickets for any flights or train journeys.

Table 1: MyTravel Trip Process

Entity	Early Pre-Trip	3 Days Pre-Trip	Post-Trip
Traveler	<ul style="list-style-type: none"> <li>Create Itinerary</li> <li>Request Reservations</li> <li>Estimate Expenses</li> <li>Submit trip request</li> </ul>		<ul style="list-style-type: none"> <li>Create expense report</li> <li>Update estimates to actual costs</li> <li>Submit expense report</li> </ul>
Approver	Approve		Approve
TMC	Book reservations	Tickets flights and trains	
Finance System	Obligate funds		Approve payment
U. S. Treasury			Disburses funds

After the trip, the Traveler completes and submits an expense reports, updating all pre-travel expense estimates to actual costs, attaching required receipts, etc., before submitting it to the Approver for review and approval. The Approver thoroughly reviews all aspects of the expense report for regulatory compliance. Two results are possible:

1. If it contains any errors (e.g., inaccurate costs or missing supporting documentation such as required receipts) the Approver returns it to the Traveler for correction and resubmission.
2. If all is legal, proper, and correct, the Approver approves it so the Traveler can receive the appropriate reimbursement for incurred expenses and payment of travel and transportation allowances. The expense report processes through the appropriate finance system and the Traveler should receive payment from the U. S. Treasury within 2 to 3 business days.



**Note:** Approvers are personally accountable and responsible for verifying that all payments they approve are accurate, allowable, and supported by required documentation. The Improper Payments Elimination and Recovery Action of 2012 identifies some of the key concepts that Approvers must monitor. Throughout this Guide, the key icon identifies those concepts.

### III. General Policy and Liability

To ensure your actions are within the parameters of the law, you should become familiar with the regulations governing your legal responsibilities. When approving documents, you should consult the following documents to determine the validity of the Traveler's transportation requests, reimbursable expenses, and trip allowances:

- The *JTR* specifically identifies what you can approve, and it does so with the full force of the law behind it. It is your responsibility to track the monthly regulation changes.
- The *Department of Defense Financial Management Regulation (DoD FMR)* provides guidance for all financial management requirements, systems, and functions for all DoD financial activities.
- The *DTS Regulations* (authorized by *DoDI 5154.31, Volume 3*) establishes policy, assigns responsibilities, and provides procedures for the functional management of MyTravel.

The policies set forth in the *JTR*, *DoD FMR*, and the *DTS\* Regulations* are the basis for this Guide, which identifies how those policies affect you as an Approver. It also recognizes the potential liabilities that you may bear, if you certify an erroneous payment.

**\*Note:** We understand that DTS is different from MyTravel, but this regulation has not yet been updated to include MyTravel-specific information.

#### A. Policy

The *Improper Payment Elimination and Recovery Act of 2010*, states that the term "improper payment:

1. (A) Means any payment that should not have been made or that was made in an incorrect amount (including overpayments and underpayments) under statutory, contractual, administrative, or other legally applicable requirements; and
2. (B) Includes any payment to an ineligible recipient, any payment for an ineligible good or service, any duplicate payment, any payment for a good or service not received (except for such payments where authorized by law), and any payment that does not account for credit for applicable discounts."

In compliance with the *DoD FMR*, if any payment you approve (certify) is found to be erroneous, you may be held personally responsible for reimbursing the Government for the amount of the erroneous payment. This financial responsibility is called "pecuniary liability."

After your appointment as an Approver, you become personally accountable and responsible for approving only accurate, authorized, and allowable payments. You must adhere to policies and

procedures, use good judgment in obligating unit funds, and ensure the Traveler receives the correct reimbursement per the JTR.

All TDY travel policies are important. However, the following two reports single out specific policies for particular attention:



- The reports required by the *Improper Payments Elimination and Recovery Act (IPERA)* have identified some key concepts to which travelers and AOs must pay particular attention. In this Guide, the key icon highlights these concepts.



- *DoDIG report 2016-127* highlights items of particular concern related to Government Travel Charge Card (GTCC) misuse that Approvers must double check when claimed by Travelers. In this guide, the checkmark icon highlights these items.

## 1. Audits

Travel documents are subject to internal (per local business rules) and external (e.g., Defense Finance and Accounting Service [DFAS]) audits which help identify improper payments, recognize trends, implement corrective measures to appropriately recover funds, and improve travel compliance.

The *National Defense Authorization Act for Fiscal Year 2012* required DoD to establish and maintain an automated travel policy compliance program. The Defense Travel Management Office (DTMO) manages the DoD Travel Policy Compliance Program in coordination with headquarters-level officials from the Components. In MyTravel, internal system audits detect many frequent Traveler mistakes and identify them for Traveler justification or correction before submitting a trip request to the Approver. Although these audits help identify document errors, it does not replace either Approver vigilance or the formal DFAS post-payment review (PPR).

As an Approver, the best way to prevent the most common Traveler mistakes from becoming improper travel payments is awareness. The DFAS PPR reviews a percentage of all DoD travel payments and reports its findings to the DoD. Until MyTravel becomes part of the routine review and reporting process, you can view DFAS's quarterly PPR reports. They show mistakes found in DTS documents, but may provide insight into MyTravel document errors as well. Those quarterly reports are available through the DTMO website's [Travel Compliance](#) page, under **Quick Links and Resources**.

To learn more about improper payments, see the *Preventing Travel Pay Improper Payments and Enforcing Recovery* (2016) memo or contact your Component leadership.

## 2. Liability

As an Approver, you are performing a Certifying Officer function when you approve a MyTravel document that contains a payment. The *DoD FMR, Volume 5, Chapter 5, 050701 B* states, "Under 31 U.S.C. § 3528, certifying officers are pecuniarily liable for payments resulting from improper certifications." You can find procedures and further guidance concerning the



responsibilities of accountable officials in *DoD FMR, Volume 5, Chapter 5 and Volume 9, Chapters 5 and 8*.

You should be aware that you have unlimited pecuniary liability for all payments made to Travelers through the trip requests and expense reports that you approve.

If you approve an improper expense or allowance resulting in a payment, you may have to pay all or part of the disputed amount. Pecuniary liability is enforceable whether the erroneous payment occurred accidentally or intentionally.

An Approver must be diligent and practice standardized work processes when approving documents to prevent erroneous payments. This Guide includes common errors found in DFAS PPRs and *Appendix A: Document Checklists* to assist you with your approval duties. Table 2 provides recommendations for protecting yourself from pecuniary liability.

*Table 2: Protecting Yourself from Pecuniary Liability*

HOW TO PROTECT YOURSELF FROM PECUNIARY LIABILITY	
Do:	Don't:
<b>Minimize opportunities for errors</b> <ul style="list-style-type: none"> <li>Establish procedures and internal controls.</li> <li>Document and distribute local business rules for using MyTravel properly.</li> <li>Monitor subordinates to make sure they follow procedures.</li> <li>Be alert to the possibility that an expense report is being processed a second time.</li> </ul>	<ul style="list-style-type: none"> <li>Assume all trip requests are valid and complete.</li> <li>Allow anyone else to use your personal certificate or CAC. You may be liable for an incorrect payment approved by another person using your identity.</li> <li>Approve a payment without proper receipts.</li> </ul>
<b>Escalate questionable payment requests</b> <ul style="list-style-type: none"> <li>Follow your local policy to request an advance decision from the Comptroller General or DFAS when you have doubts about the legality of payments.</li> </ul>	<ul style="list-style-type: none"> <li>Approve a payment if you have doubts.</li> </ul>
<b>Collect the evidence</b> <ul style="list-style-type: none"> <li>Verify funds before approving payments.</li> <li>Save fund availability certifications and other documentation proving that procedural safeguards regarding payments have been observed.</li> </ul>	<ul style="list-style-type: none"> <li>Approve reimbursements unless funds are available to cover the payment.</li> </ul>

### 3. Approver Responsibilities

An Approver acts as a steward of Government funds, ensuring that Travelers follow all DoD travel policies. The *JTR*, *DOD FMR*, and the *DTS Regulations* all address Approver responsibilities. As an Approver using MyTravel, some of your responsibilities are to:



- Verify the trip and the expenses are necessary to accomplish your organization's mission and are compliant with the *JTR* and your Component's business rules.
- Verify the Traveler booked reservations through the TMC, unless the TMC was not available.
- Verify the Traveler used an Individually Billed Account (IBA) for all valid travel expenses, unless a GTCC exception applies.
- Verify all trip requests for other than economy/coach class travel are approved in accordance with the *JTR*.
- If the Traveler selected a restricted fare, complete the *Restricted Fare Checklist* when necessary.
- Approve valid flights and rail segments before the approval deadline.
- Verify the document contains the correct line(s) of accounting.



- Return trip requests to the Traveler for correction when they contain inaccurate information or unauthorized requests.



- Verify no duplication of expenses on the voucher.



- Review required receipts and other substantiating records in the expense reports. These can be originals, copies, or "missing receipt declarations" if a Traveler lost a receipt and cannot obtain a replacement. Required receipts include all lodging expenses and any expense of \$75 or more.



- Ensure the expense report requests split disbursement of the requested payment between the GTCC vendor and the traveler's personal financial account.
- Ensure expense reports entered by a Delegate or Proxy contain a *DD Form 1351-2* or *OF 1164* signed by the Traveler.
- Ensure Travelers don't process a duplicate voucher (for the same trip).

When reviewing and approving MyTravel documents be sure to avoid the common mistakes identified through the DFAS PPRs which include:

- Airfare – Paid with invalid or no receipt
- Airfare – Not paid or paid incorrectly
- Lodging – Paid with invalid or no receipt
- Lodging – Not paid or paid incorrectly
- Lodging Tax (CONUS) – Not paid or paid Incorrectly
- Rental Car – Paid with invalid or no receipt
- Rental Car – Unauthorized expense

- Meals – Incorrect rate paid
- Delegate or Proxy – No signed DD 1351-2 or OF 1164 attached or in an incorrect format
- Incomplete voucher – data missing or incorrect
- Local travel – Not payable or paid incorrectly
- Duplicate expense within a voucher
- Duplicate voucher

#### 4. Responsibilities of Other Accountable Officials

Although MyTravel does not currently support additional routing steps, the *DoD FMR* allows Certifying Officers to rely on other accountable officials to help them decide whether to approve a trip, pay requested reimbursements and allowances, or approve requests for changes to standard travel procedures, to name just a few. Such accountable officials can be held liable for erroneous payments, although not at the same level as the Approver.

When appointed, accountable officials have pecuniary liability resulting from erroneous information, data, or services they provided, and upon which the Approver directly relies. For this reason, it is important for accountable officials to perform their responsibilities with accuracy. Additionally, because MyTravel does not support additional steps in the workflow, all such additional reviews must currently take place outside of the standard workflow, so if you choose to use them, documentation is key, especially when:

- Explaining or justifying a TDY trip purpose
- Verifying reimbursable expenses are valid
- Ensuring policy compliance
- Verifying Travelers abide by all procedures and controls, ensuring allowances and payments are processed correctly
- Complying with all applicable DoD regulations, policies, and procedures and local standard operating procedures
- Supporting Approvers with valid data and timely service to ensure proper payments, (i.e., payments that are accurate, authorized, and allowable)

## IV. Becoming an Approver

As an Approver, you will be working as a Certifying Officer, so you must meet and follow the policies that govern Certifying Officer knowledge, actions, and appointments as directed by:

- [Public Law 104-106](#), *National Defense Authorization Act for Fiscal Year 1996*, which provides the authority to certify expense reports.
- The [DoD FMR Volume 5](#), which addresses the *Accountability and Responsibility* of the Accountable Official in Chapter 1, and outlines the qualifications and requires that an appointee be trained and knowledgeable in the responsibilities of a Certifying Officer in Chapter 5.

You must also meet the following requirements:

- must be a Federal Government employee
- must be a U.S. citizen if stationed in the contiguous United States (CONUS) or non-foreign area outside the contiguous United States (OCONUS), such as Hawaii or Guam
- may be a local national if stationed in a foreign OCONUS location

Even if you meet the above appointment requirements, before you can certify any documents you must:

- Complete Certifying Officer Legislation (COL) training (see next chapter)
- Receive appointment on a DD Form 577 (see *DoD FMR, Volume 5, Chapter 5* for much more information)
- Have Approver permissions in MyTravel
- Satisfy any additional local or Component policies
- Become knowledgeable about:
  - Appropriations, other funds, and accounting classifications
  - The expense report approval process
  - The payment process (e.g., availability of funds and location of designated disbursing and accounting offices)
  - The *JTR*, which implements the policy and laws that govern official DoD travel. You must be thoroughly familiar with the *JTR*. Before you approve any official travel document, you must ensure that the document meets all *JTR* requirements.

Additionally, shortly after your appointment, you should read Treasury publication *Now That You're a Certifying Officer*, which provides "a readable desk reference for all newly appointed certifying officers" and is mandatory reading for new Approvers, per the DoD FMR.

## V. Training for Approvers

Every Approver must meet some required and recommended training requirements. Required training includes both initial and annual refresher training.

If you are the supervisor of an Approver, you are responsible for ensuring they complete their required training. Supervisors should periodically review the performance of the Approver to verify compliance with regulations and policies, including local standard operating procedures.

### A. Required Training

Per the *DoD FMR*, before certifying any documents, and annually thereafter, you must complete an approved COL training course and give your supervisor a copy of the course completion certificate.

Your supervisor will identify which courses satisfy the training requirement. One of them may be the DTMO's *Training for Accountable Officials and Certifying Officers (TAOCO)*, which comes in two versions: an initial course and an annual refresher. You can access both TAOCO courses from the Travel Explorer (TraX), which is housed in [Passport](#), the DTMO's web portal.

To access TraX, log onto Passport, and select the **TraX** option. The TraX Home page (Figure 1) loads. Select **Training** (Figure 1, indicator #1). The **Available Training** page (Figure 2) opens.

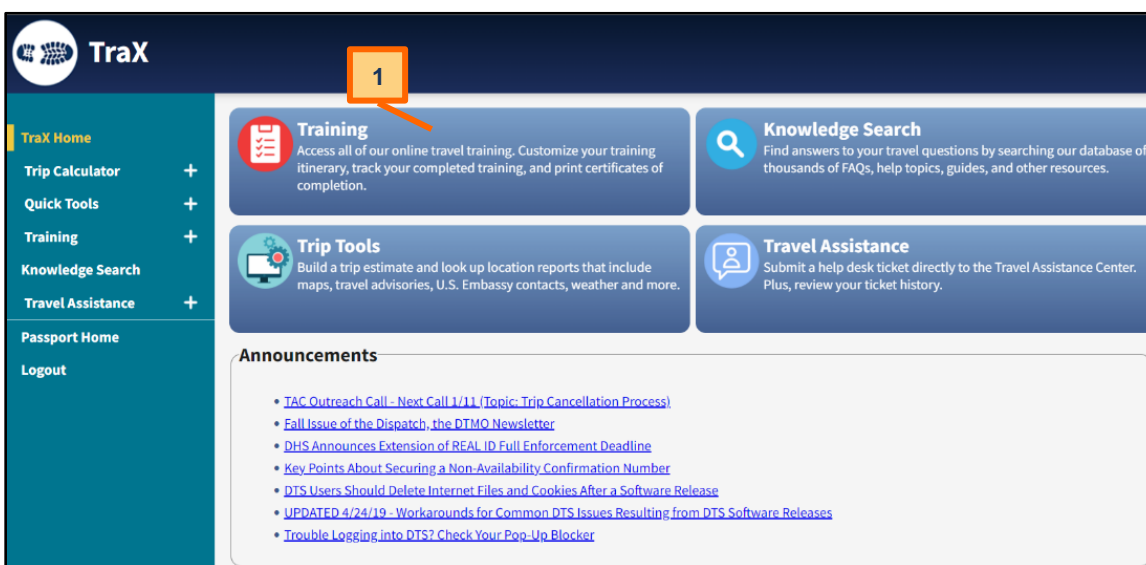


Figure 1: TraX. Home Page

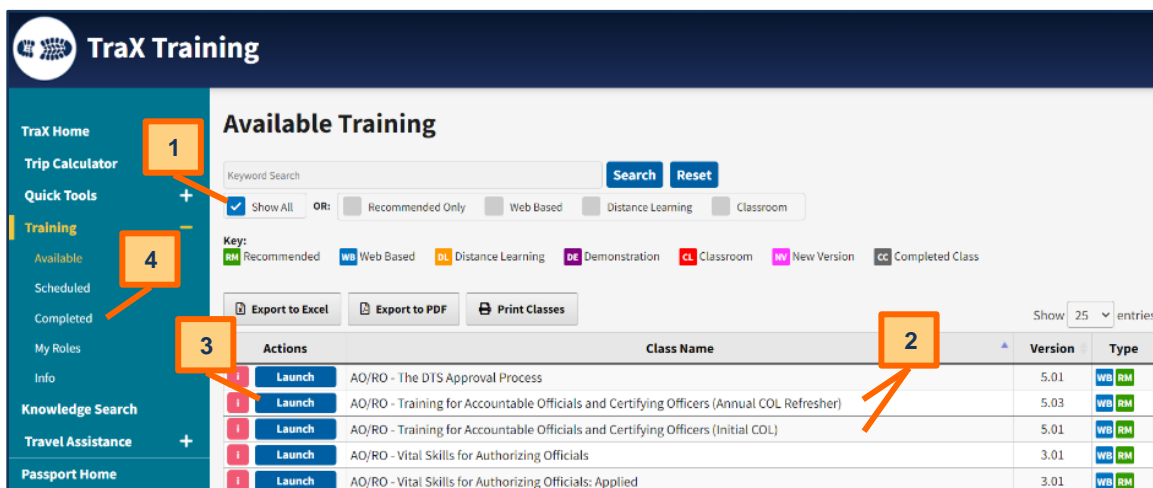


Figure 2: Available Training (TAOCO Classes) Screen

To see the TAOCO training classes, check **Show All** (Figure 2, indicator #1) and scroll down the list to display them. They are the two *AO/RO – Training for Accountable Officials and Certifying Officers* classes (Figure 2, indicator #2). To take one, select **Launch** (Figure 2, indicator #3). When finished, select **Completed** on the **Navigation Bar** (Figure 2, indicator #4) to open the page that lets you print the training certificate.

## B. Additional Training (Comprehensive AO Training Package)

We are adding MyTravel training to the DTMO training library as quickly as we can. For now, though the resources marked with an asterisk focus on DTS, the concepts apply to MyTravel as well.

Table 2 in the *DTS Regulations (Authorized by DoDI 5154.31, Volume 3)*, recommends several classes for Approvers. Your Component's training policy will ultimately decide which classes you should take, but TraX offers the following options. A complete training program for Approvers should include at least one course from each category below.

**TAOCO** – These classes may satisfy the mandatory training requirements stated above:

- \*AO/RO – Training for Accountable Officials and Certifying Officers (Initial COL)
- \*AO/RO – Training for Accountable Officials and Certifying Officers (Annual COL Refresher)

**Travel Policy** – These classes provide an overview of travel regulations. Available classes are:

- Programs and Policies – TDY Travel Policy 101
- Programs and Policies – Joint Travel Regulation Overview

**MyTravel** – Currently, no extended MyTravel Approver training is available in TraX. Even so, you may still get some benefit from working through the following DTS-focused classes:

- \*AO/RO - The DTS Approval Process
- \*AO/RO - Vital Skills for Authorizing Officials
- \*AO/RO - Vital Skills for Authorizing Officials Applied

## VI. Assigning a Delegate While You Are Away

MyTravel only allows each Traveler to have a single Approver per document type. For this reason, when you are unable to perform your duties for any reason, it is very important to assign a Delegate who can perform your duties while you are away.

The individual you delegate to perform your duties must meet all role requirements to serve in your place, including having the appropriate MyTravel role assigned, having an appointment letter (*DD Form 577*) on file, and meeting all mandatory training and other requirements. MyTravel does not verify most of this information, so you'll have to do that outside the system.

### A. How to Assign a Delegate

If you will be out of the office for any significant time (e.g., leave, TDY), and will not be able to approve documents in a timely manner, you can appoint a Delegate to perform your tasks for you. Here's how:

1. Begin on SAP Concur home screen and select **Profile > Profile Settings > Expense Delegates** (Figure 3, indicators #1-#3). The **Expense Delegates for <Your Name>** screen (Figure 4) opens.

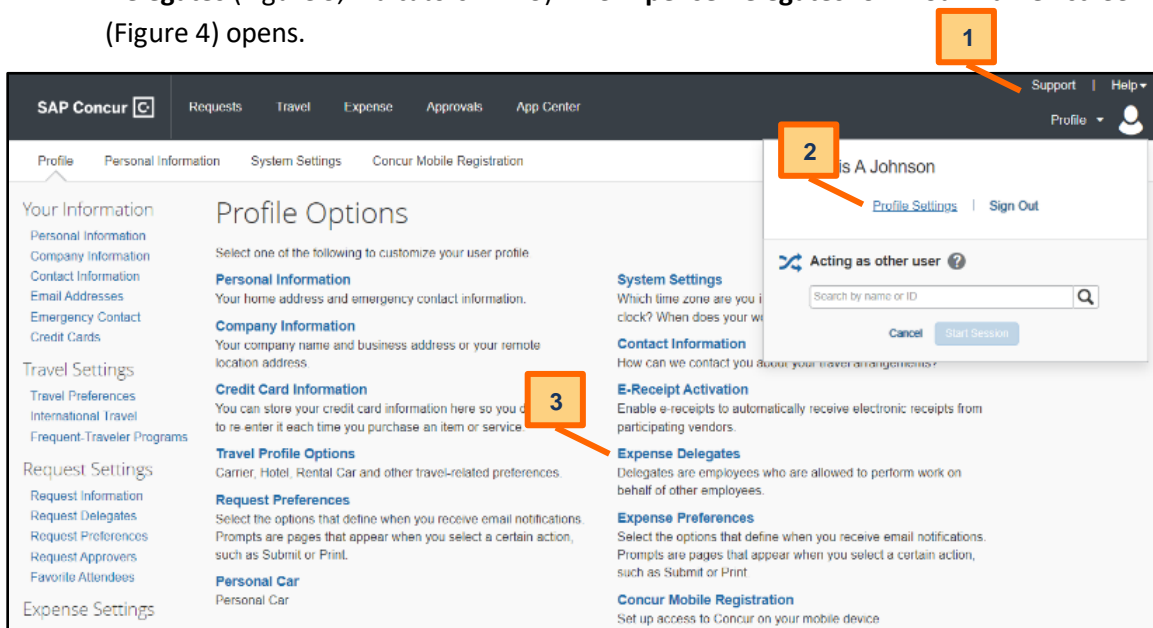


Figure 3: Profile Options Screen

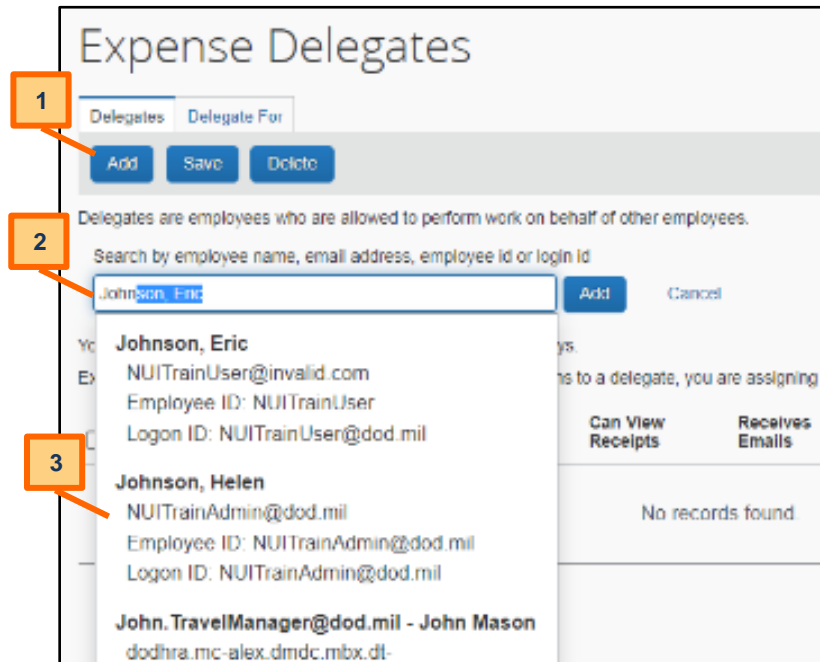


Figure 4: Expense Delegates Screen – Approver Selection

2. Select **Add**, then enter the Delegate's name and select them from the drop-down list (Figure 4, indicators #1-#3). The chosen Delegate is added with selectable check boxes (Figure 5).

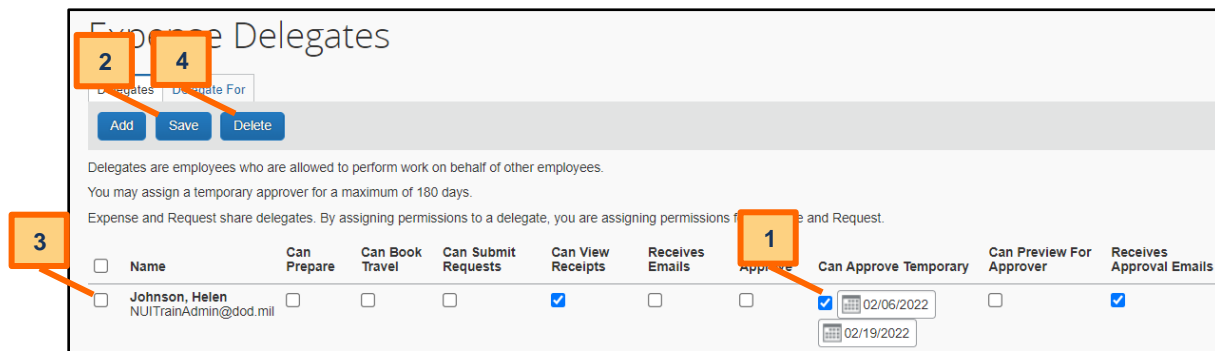


Figure 5: Expense Delegates Screen - Giving Permissions

3. Select the boxes that identify the permissions you want to give your Delegate, then select **Save** (Figure 5, indicators #1 and #2). Options are:
  - 3.1. **Can Prepare, Can Book Travel, Can Submit Reports, Can Submit Requests, and Receives Emails** are Traveler Delegate options, so you don't need to select them.
  - 3.2. **Can View Receipts** lets your Approver Delegate see any attached receipts.
  - 3.3. **Can Approve** lets your Approver Delegate approve documents for 180 days starting today. You can manually remove it sooner if you need to: see below.



- 3.4. **Can Approve Temporary** lets you pick the date range your Delegate is allowed to approve documents. It can't exceed 180 days, but can be much shorter if needed.
- 3.5. **Can Preview for Approver** is not allowed by DoD at the moment, so don't select it.
- 3.6. **Receives Approval Emails** lets your Delegate get the same emails as you get, so they'll always know when their services are required.

## B. How to Remove a Delegate

When you return to work, remove any Delegates you assigned. To do this, follow step 1 above to open the **Expense Delegates** screen (Figure 5). When it opens, select the check box to the left of every Delegate you want to remove, then select **Delete** (Figure 5, indicators #3 and #4). A pop-up asks you to confirm the deletion. When you do, the Delegates disappear.

## VII. Reviewing MyTravel Documents

MyTravel notifies you by email when you have a trip request or expense report that is ready for your review. To get started, log into [MyTravel](#). The MyTravel Approver's home screen (Figure 6) opens. For more information about that screen, see the [MyTravel Supplement: Home Page Features](#).

**Note:** If you are working as a Delegate for another Approver who is away from the office, see the MyTravel Supplement: Proxies & Delegates for guidance on processes specific to Delegate actions.

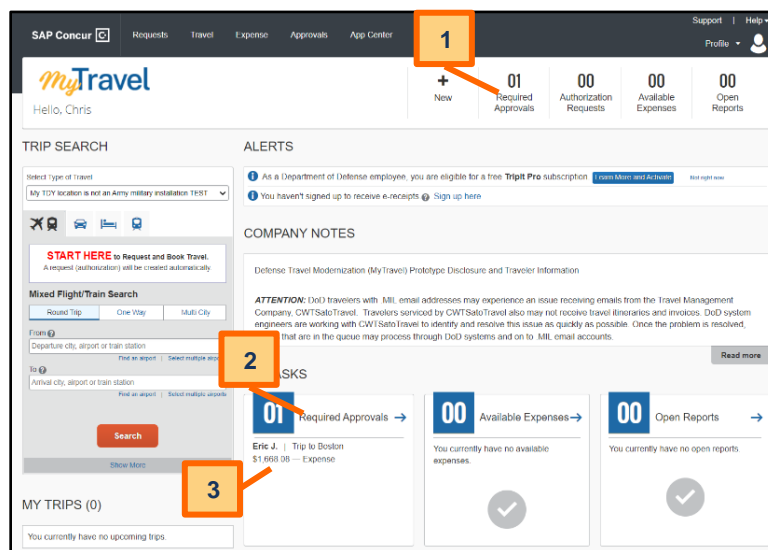


Figure 6: Approver's MyTravel Home Screen

1. The Approver's home screen provides three ways to access the documents that are awaiting your approval (the final digit of the list numbers equate to indicator numbers on Figure 6). In most cases, you can select whichever path you like the best:
  - 1.1. Near the top of the screen is the **Required Approvals** button. Select it to open the **Approvals** screen (Figure 7).

- 1.2. At the top of the **My Tasks** area, select **Required Approvals** to open the **Approvals** screen (Figure 7).
- 1.3. The **My Tasks** area also provides a list of up to five individual documents that require review. If the document you need is on that list, select it to skip step 2 and go straight to the selected document's **Expected Expenses** screen (Figure 8). On the other hand, if you have more than 5 documents for review, MyTravel groups them by type. Select a document type to open the **Approvals** screen (Figure 7).

**Note:** All other items on the home screen relates to your own travel documents. See the [MyTravel Quick Start Guide for Travelers](#) for more information about them.

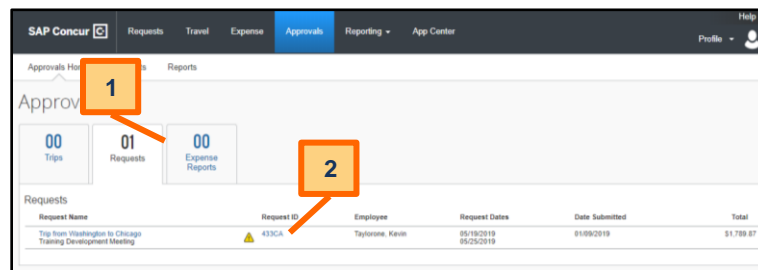


Figure 7: Approvals Screen

2. If you land on the **Approvals** screen, if it's not already open, select the tab – **Requests** or **Expense Reports** (Figure 2, indicator #1) – that indicates the type of document you want to review. Documents of that type display on a list below the tabs (Figure 2, indicator #2). Select the document you need to review. The **Reviewing a Trip Request** and **Reviewing an Expense Report** sections (below) of this guide provide specific guidance about how to review those types of documents.

## VIII. Reviewing a Trip Request

Trip request reviews always begin on the **Expected Expenses** screen (Figure 8).

### A. Expected Expenses Screen Layout

When MyTravel opens a trip request for review, the **Expected Expenses** screen (Figure 8) opens. This screen has three or four main parts – an alert bar (if applicable), the header, navigation links and action buttons, and the expected expenses list. Each has its own sub-section below.

Alerts: 1

Trip from Washington to Denver \$2,761.25  
Submitted & Pending Approval | Request ID: 43GUG | ⚠ Must be approved by: 07/17/2020 10:30 AM

Request Details ▾ Print/Share ▾ Attachments ⓘ ▾

EXPECTED EXPENSES

Add ▾ Edit Allocate Delete

<input type="checkbox"/> Expense type	Details	Date ▾	Amount	Requested
<input type="checkbox"/> Terminal Parking	Denver Intl (Airport - DEN), Denver, Colorado	07/25/2020	\$120.00	\$120.00 Allocated
<input type="checkbox"/> M and IE Allowance	Denver Intl (Airport - DEN), Denver, Colorado	07/25/2020	\$494.00	\$494.00 Allocated
<input type="checkbox"/> Air Ticket (Self Booked)	Washington (IAD) - Washington (IAD) : Multi City	07/19/2020	\$1,316.68	\$1,316.68 Allocated
<input type="checkbox"/> Car Rental (Self Booked)	Denver, Colorado - Denver, Colorado	07/19/2020	\$296.57	\$296.57 Allocated
<input type="checkbox"/> Hotel Reservation (Self Booked)	Westminster, Colorado	07/19/2020	\$534.00	\$534.00 Allocated
				Estimated Total: \$2,761.25

Figure 8: Expected Expenses Screen

### 1. Alert Bar

If the trip request contains any alerts (see Section VIII.I for more information on alerts), a yellow or red alert bar (Figure 8, indicator #1) appears at the top of the screen. It identifies the number of alerts in the document and contains a toggle that lets you open and close the alert details.

### 2. Trip Request Header Information

Key trip information displays beneath the alert bar (if present) at the top of the screen. The header (Figure 8, indicator #2) shows the **Document Name**, total cost, current status, **Request ID**, and approval deadline.




**Note:** The approval deadline is set by the departure date or flight booking rules. If you fail to digitally sign the document on time, the Traveler will lose their flight reservations and cannot continue processing this document. If they are going to take this trip, they must re-create the request from scratch.

### 3. Navigation Links and Action Buttons

Two action buttons (Figure 8, indicator #3) that you use to enter the result of your document review are to the right of the header information. Table 3 provides details about them. Beneath the header are two or three navigation links (Figure 8, indicator #4) that you use to review other request screens. Table 4 provides details about them. Beneath the links are four more action buttons (Figure 8, indicator #5) that you use to review the expense details. Table 5 provides details about them.

Table 3: Approval Buttons and Their Use



Selecting ...	Means ...
<b>More Actions &gt; Edit Approval Flow</b>	N/A; the DoD does not allow you to use this option at this time.
<b>More Actions &gt; Send Back to Employee</b>	The request contains at least one problem the Traveler must fix. You have not yet approved the Traveler to take the trip. Enter comments to direct required changes.
<b>Approve</b>	The document is error-free. You have approved the Traveler to take the trip under the conditions specified in the request.

Table 4: Available Link Options

Path		More Info In ...
<b>Request Details</b>	<b>Request Header</b>	Section VIII.C
	<b>Request Timeline</b>	Section VIII.D
	<b>Audit Trail</b>	Section VIII.E
	<b>Allocation Summary</b>	Section VIII.F.2
	<b>Travel Itinerary Details</b>	Section VIII.G
	<b>View Request</b>	Section VIII.H
<b>Print/Share</b>		N/A; self-explanatory
<b>Attachments</b>		N/A; lets you view attached documents and attach new ones. Note that all attached documents (if any) are contained in a single PDF.

Table 5: Review Buttons

Button	Select It To ...
<b>Add</b>	Inactive. You cannot select it.
<b>Edit*</b>	See the full expense details (e.g., number of miles, check-in date, etc.). You can't edit any details, but you can enter a comment.
<b>Allocate*</b>	See the LOA Labels attached to the trip request. You can change them and the expense allocations. See Section VIII.F.1 for more information on making allocations.
<b>Delete</b>	Inactive. You cannot select it.
*Initially inactive; select an expense to activate the button.	

#### 4. Expected Expenses List

Beneath the links and buttons is the list of **Expected Expenses** the Traveler entered (Figure 8, indicator #3). It contains the key expense details – such as the expense type and estimated cost – of each one. You're likely to spend most of your time evaluating these expenses. For more information about them, see Section VIII.B.

### B. Expenses and Expense Details Screen

Each expense on the **Expected Expenses** screen (Figure 8) displays its key information in one of several columns. Table 3 identifies this information.

Table 6: Key Expense Details

Column	Meaning
<b>Expense Type</b>	Self-explanatory.
<b>Details</b>	Identifies the vendor, city, etc. May be blank.
<b>Date</b>	Self-explanatory.
<b>Amount</b>	Amount the Traveler expects to pay.
<b>Requested</b>	Amount the Traveler expects to receive as reimbursement. On the trip request, this almost always matches the <b>Amount</b> .

### C. Edit Request Header Screen

To get to the **Edit Request Header** screen (Figure 9), select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 8, indicator #5), then the **Request Header** link on the drop-down menu. The screen displays administrative information about the trip and the Traveler.

**Edit Request Header**  
Trip from Washington to Denver | Request ID: 43GUG

Request Id: 43GUG | Request Name: Trip from Washington to Denver | Request Policy: \*\*TEST \*DOD Travel | Cancel | Save

Request Type: Travel | TDY Location - City: Denver, Colorado (1) | TDY Location - Country: US

Start Date: 07/19/2020 | End Date: 07/25/2020 | Trip Purpose \*: Training

C/E/O: (C) C - Civilian (1) | Rank/Grade: GS-11 (2) | Branch of Service: NA (3)

Creation Date: 06/09/2020 | Employee last name: Johnson, Eric | Duration (Days): 7

Submit Date: 06/10/2020 | Request ID:

2 ☐ This trip has a Foreign OCONUS segment ?

Comment

Chris Johnson 06/10/2020  
Add parking at airport

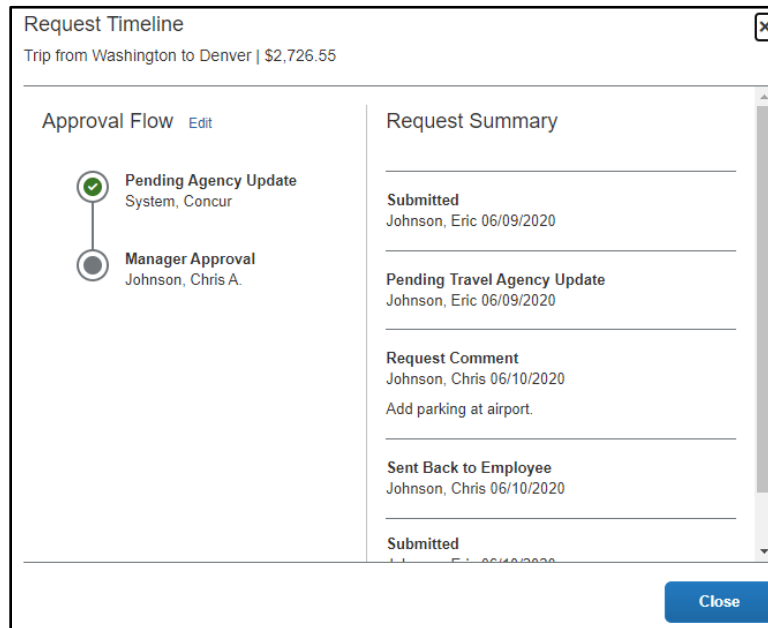
Figure 9: Request Header Screen

Review all the information on this screen, even though there are only two fields you can interact with (list numbers equate to indicator numbers on Figure 9):

1. **Trip Purpose:** The Traveler selected one, but you can change it if necessary.
2. **Comment:** You can add comments as needed. Earlier comments appear below this field.
3. **Cancel or Save:** If everything was correct on this screen before you started, select **Cancel**. If you made any changes, select **Save**. Either way, you return to the **Expected Expenses** screen.



## D. Request Timeline Screen

To get to the **Request Timeline** screen (Figure 10), select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 8, indicator #4), then the **Request Timeline** link from the drop-down menu. The screen shows the Approver and all document changes, who made them, and when. There are only two interactive elements on this screen. The first is an **Edit** link, but DoD does not allow its use. The other is a **Close** button that returns you to the **Expected Expenses** screen.



**Request Timeline**  
Trip from Washington to Denver | \$2,726.55

**Approval Flow** [Edit](#)

-  **Pending Agency Update**  
System, Concur
-  **Manager Approval**  
Johnson, Chris A.

**Request Summary**

**Submitted**  
Johnson, Eric 06/09/2020

**Pending Travel Agency Update**  
Johnson, Eric 06/09/2020

**Request Comment**  
Johnson, Chris 06/10/2020  
Add parking at airport.

**Sent Back to Employee**  
Johnson, Chris 06/10/2020

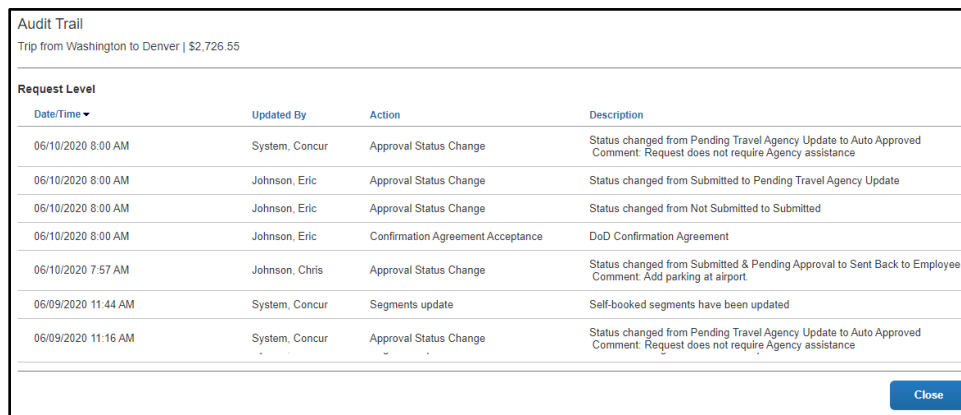
**Submitted**  
Johnson, Eric 06/09/2020

[Close](#)

Figure 10: Request Timeline Screen

## E. Audit Trail Screen

To get to the **Audit Trail** screen (Figure 11), select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 8, indicator #4), then the **Audit Trail** link from the drop-down menu. The screen shows the full document history and any current alerts (labeled *exceptions* on this screen). You can't make any changes on this screen.



**Audit Trail**  
Trip from Washington to Denver | \$2,726.55

Request Level			
Date/Time ▼	Updated By	Action	Description
06/10/2020 8:00 AM	System, Concur	Approval Status Change	Status changed from Pending Travel Agency Update to Auto Approved Comment: Request does not require Agency assistance
06/10/2020 8:00 AM	Johnson, Eric	Approval Status Change	Status changed from Submitted to Pending Travel Agency Update
06/10/2020 8:00 AM	Johnson, Eric	Approval Status Change	Status changed from Not Submitted to Submitted
06/10/2020 8:00 AM	Johnson, Eric	Confirmation Agreement Acceptance	DoD Confirmation Agreement
06/10/2020 7:57 AM	Johnson, Chris	Approval Status Change	Status changed from Submitted & Pending Approval to Sent Back to Employee Comment: Add parking at airport.
06/09/2020 11:44 AM	System, Concur	Segments update	Self-booked segments have been updated
06/09/2020 11:16 AM	System, Concur	Approval Status Change	Status changed from Pending Travel Agency Update to Auto Approved Comment: Request does not require Agency assistance

[Close](#)

Figure 11: Audit Trail Screen

Select **Close** to return to the Expected Expenses screen.

## F. Allocations

In MyTravel parlance, allocations relate to LOAs and the way you divide the expenses between them. There are two screens you can use to review the document's allocations, but only one that allows you to make changes.



**Note:** Be extra careful when reviewing the LOAs. If you digitally sign a request with an incorrect LOA, you can't fix it later. The Traveler must cancel the document and start over.

## 1. Allocate Screen

To get to the **Allocate** screen (Figure 12), select any expense on the **Expected Expenses** screen (Figure 8, indicator #5) then select **Allocate** on the row of buttons above the expenses. You can make any necessary changes on this screen.

The screenshot shows the 'Allocate' screen with the following details:

- Header:** Allocate, Expenses: 3 | \$1,617.64
- Tabs:** Percent (selected), Amount
- Summary:**
  - Amount: \$1,617.64
  - Allocated: \$1,617.64 (100%)
  - Remaining: \$0.00 (0%)
- Default Allocation:**
  - Code: TEST ORG
  - Percent: 0
- Buttons:** Add (1), Edit, Remove, Save as Favorite (3)
- Table:**

<input type="checkbox"/>	LOA Group	LOA Label	Code	Percent %
<input type="checkbox"/>	TEST ORG	20 TEST LOA LABEL 2	TEST ORG-20 TEST LOA LABEL 2	75
<input type="checkbox"/>	TEST ORG	20 TEST LOA LABEL 3	TEST ORG-20 TEST LOA LABEL 3	25
- Footer:** Cancel, Save

Figure 12: **Allocate** Screen

The **Allocate** screen lets you (list numbers equate to indicator numbers on Figure 12):

1. Add, Edit, or Remove an LOA. All involve secondary actions such as identifying the LOA you want to add (Figure 13), updating any incorrect information, or acknowledging a removal.
2. Allocate expense costs between LOAs by Percent or Amount if the trip request contains multiple LOAs.
3. Select Save as Favorite to create a short list of LOAs. In later trips, the Traveler will be able to use the Favorite Allocations tab (Figure 13, indicator #1) on the Add Allocation screen to find favorite LOAs quickly.



Figure 13: Add Allocation Screen

Select **Save** on the **Allocate** screen to close the screen and return to the **Expected Expenses** screen.

## 2. Allocation Summary Screen

To get to the **Allocation Summary** screen (Figure 14), select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 8, indicator #4), then the **Allocation Summary Screen** link from the drop-down menu. The screen displays the total trip cost and the amount allocated to each LOA. You can't make any changes on this screen.

Figure 14: Allocation Summary Screen

Select **Close** to return to the **Expected Expenses** screen.

## G. Travel Itinerary Screen

If the traveler made any reservations in the system, you can view the Traveler's itinerary and reservation details on one screen – the **Travel Itinerary** screen (Figure 15). Select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 8, indicator #4), then the **Travel Itinerary details** link from the drop-down menu. This link does not appear if the Traveler made no reservations in the system. You can't make any changes on this screen, but there are several buttons at the bottom of the screen. Table 7 explains them.

Travel Itinerary

---


**TRIP OVERVIEW**

Trip Name: Trip from Washington, DC to Denver, CO  
 Start Date: July 19, 2020  
 End Date: July 25, 2020  
 Created: June 10, 2020, Eric Johnson (Modified: June 10, 2020)  
 Description: Training Seminar in Denver  
 Agency Record Locator: UVEUBV  
**Note: The exact ticketing deadline is provided below.**  
 Passengers: Eric T Johnson  
 Total Estimated Cost: \$2,147.25 USD  
 Agency Name: CWT SatoTravel-DoD TEST

---

**RESERVATIONS**

Sunday, July 19, 2020



**Flight** Washington, DC (IAD) to Denver, CO (DEN)

**United 1228**  
 Operated by: United

**Departure: 08:30 AM**  
 Seat: 29A (Confirmed)  
 Washington Dulles Intl Airport (IAD)  
 Duration: 3 hours, 48 minutes  
 Nonstop

**Arrival: 10:18 AM**

**Confirmation: L1GQXT**  
 Status: Confirmed

Figure 15: Travel Itinerary Screen

Table 7: Buttons on the Travel Itinerary Details Screen

Select ...	To ...
<b>Print Itinerary</b>	Self-explanatory.
<b>E-mail Itinerary</b>	
<b>Open in Outlook</b>	Add a calendar reminder of the trip in Outlook.
<b>Share Trip</b>	Share all trip details with a selected person.
<b>Close</b>	Close the screen and return to the Expected Expenses screen.

## H. View Request Screen

If the traveler made any reservations in the system, you can view the **View Request** screen (Figure 16) to see a summary of itinerary, reservation, and document history information. To get to it, select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 8, indicator #4), then the **View Request** link from the drop-down menu. This link does not appear if the Traveler made no reservations in the system. You can't make any changes on this screen.



Request Details	
<b>Request Details</b>	
Item Name:	Trip from Washington, DC to Denver, CO
Trip Description:	Training Seminar in Denver
Meeting Name:	
Submitted By:	Eric Johnson
Submitted on:	Wednesday, June 10, 2020 09:31 am Eastern Time
Last Ticket Date:	Friday, July 17, 2020 08:30 am Eastern Time
Check here for tickets to be issued upon approval if your itinerary will not change.	No
Approval Status/History:	Approval of Request Required
History/Notes:	Request Created on Wednesday, June 10, 2020 at 09:31 AM Eastern time by Eric T. Johnson.
	<b>Flight segment Air Segment added on Wednesday, June 10, 2020 at 09:31 AM Eastern time.</b> No rules were broken.
	The itinerary has still been reserved. The travel approver must approve the trip, or the traveler must withdraw the trip request to cancel the reservation and avoid hotel no-show fees.
	<a href="#">Close</a>

Figure 16: Request Details Screen

Select **Close** to return to the **Expected Expenses** screen.

## I. Alerts – Warnings and Hard Stops

You need to be very familiar with the two icons that indicate what MyTravel calls *alerts*. Those icons are:

1.  = Hard stop: You will not see any of these on a document when you begin your review because MyTravel does not let the Traveler submit a document that contains any hard stops. However, certain actions you take may generate a hard stop, which is an error that will cause the document to reject when you try to sign it.
2.  = Warning: It notifies you that something required the Traveler to take an action, such as entering a justification or a comment to verify they meet the requirements for a certain expense. MyTravel allows you to approve a request that contains warnings, but you must ensure the Traveler adequately addressed the warnings, by entering an appropriate justification or comment, for example.

After you have thoroughly reviewed the entire document, two actions are open to you (Figure 8, indicator #3). If everything is correct, select **Approve**; otherwise, select **Return to Employee**. See Table 3 for further explanation of these options.

## IX. Reviewing an Expense Report

Reviews of expense reports always begin on the **Expenses** screen (Figure 17), which displays in a very different format than the trip request. This difference, however, is temporary. Expense report screens for Approvers will be updated at a later date (TBD) to match the layout of the trip request screens.

**Note:** This section shows TDY expense reports, but also applies to local travel expense reports. The biggest difference between approving the two types of expense reports is that local travel expense report screens generally display fewer options than seen below.

### A. Expenses Screen

The **Expenses** screen (Figure 17) conveys a lot of information and provides many different tools, as described below.

1

2

3

4

5

SAP Concur

Requests Travel Expense Approvals App Center

Approvals Home Requests Reports

Trip from Washington to Denver (Concur, Etc)

Send Back to Employee Approve Approve & Forward

Summary Details Receipts Print / Email

Exceptions

Expense Type Date Amount Exception

Terminal Parking 06/13/2020 \$50.00 Ensure the cost of parking in the terminal does not exceed the cost of 2 one way taxi fares. (For Unaffiliated Members only, this limitation may be waived when the TD is a terminal).

Expenses

Transaction Date	Expense Type	Enter Vendor Name	Business Purpose	City of Purchase	Payment Type	Amount	Adjusted Claim
06/13/2020	Individual Meals Charged on GTCC	Cafe Morde			GTCC	\$45.76	0
06/13/2020	Hotel/Lodging	Holiday Inn		Denver, Colorado	GTCC	\$829.00	
06/13/2020	M and E Allowance			Denver, Colorado	Other Payment	\$57.00	\$57.00
06/13/2020	Airline Fees	United Airlines			Other Payment	\$30.00	\$30.00
06/13/2020	Terminal Parking				Other Payment	\$50.00	\$50.00
06/13/2020	Personal Auto Mileage				Other Payment	\$0.63	\$0.63
06/12/2020	M and E Allowance			Denver, Colorado	Other Payment	\$76.00	\$76.00
06/11/2020	M and E Allowance			Denver, Colorado	Other Payment	\$76.00	\$76.00
06/10/2020	M and E Allowance			Denver, Colorado	Other Payment	\$76.00	\$76.00
06/09/2020	M and E Allowance			Denver, Colorado	Other Payment	\$76.00	\$76.00
06/08/2020	M and E Allowance			Denver, Colorado	Other Payment	\$76.00	\$76.00
06/07/2020	M and E Allowance			Denver, Colorado	Other Payment	\$57.00	\$57.00
06/07/2020	Personal Auto Mileage				Other Payment	\$0.63	\$0.63
05/27/2020	Airfare	United Airlines		Washington, Dis.	GTCC	\$658.34	\$658.34

TOTAL AMOUNT \$2,224.94 TOTAL REQUESTED \$2,110.10

Expense Details Summary

Transaction Date 06/27/2020 Vendor United Airlines

City of Purchase Washington, District of Columbia

Departure Airport

Payment Type GTCC Amount \$658.34 USD

Approved Amount \$658.34

Request 06/07/2020 \$1,316.68 - Trip 1


Save Allocate Attach Receipt

Figure 17: **Expenses** Screen

The **Expenses** screen contains:

1. The document's name and owner (Figure 17, indicator #1).
2. **Summary, Details, Receipts,** and **Print/Email** links (Figure 17, indicator #2). Table 8 provides more information about these options.

Table 8: Expense Report Screen Links

Path		The Resulting Screen ...
<b>Summary</b>		Displays the document's financial information in the details area (Figure 17, indicator 5).
<b>Details</b>	<b>Report Header</b>	 Takes you to the report header, which shows roughly the same information as the <b>Request Header</b> (Figure 9, though with a different layout), plus it shows funds the Traveler wants to send to the GTCC vendor to cover GTCC charges not paid through the expense report (e.g., meals).
	<b>Totals</b>	Shows the total cost of the expense report, and breaks it down several ways (e.g., amount of split disbursement to GTCC vendor and Traveler).
	<b>Audit Trail</b>	Provides roughly the same information as the request's <b>Audit Trail</b> screen (Figure 11).
	<b>Approval Flow</b>	Provides roughly the same information as the request's <b>Request Timeline</b> screen (Figure 10).
	<b>Comments</b>	Shows all comments entered in the expense report.
	<b>Allocations</b>	Provides roughly the same information as the request's <b>Allocation Summary</b> screen (Figure 14).
	<b>Itineraries*</b>	Provides key details about the trip's itinerary.
	<b>Expenses &amp; Adjustments*</b>	Provides key details about the trip's per diem allowances.
	<b>Reimbursable Allowances Summary*</b>	Shows the daily expense totals for each day of the trip, and allows drill-down into that day's individual expenses.
<b>Receipts</b>	(Several self-explanatory links)	Shows expenses that require receipts, available receipts, and all attached documents. Allows you to attach documents. Note that all attached documents are contained in a single PDF.
<b>Print/Email</b>	(One or two links)	Provides options to print or email the expense report. <b>Note:</b> When two links display, both links provide the same data.
*Item not available on local travel expense report.		

3. A list of alerts (Figure 17, indicator #3, see Section VIII.I) currently attached to the expense report. If there are no alerts, this section does not appear. **Note:** The expense report calls alerts exceptions, but they're the same thing.

4. A list of expenses and their key details (Figure 17, indicator #4) such as the expense type and cost. Select an expense to see more details in the details area (Figure 17, indicator #5).



#### Notes about expenses:

1. The amounts displayed in the **Amount** and **Adjusted Claim** columns (Figure 17, green highlight) are usually the same, but the **Adjusted Claim** column shows:
  - 1.1. \$0.00 if the JTR does not allow reimbursement for the expense.
  - 1.2. An amount above \$0.00 and below the full Amount value if the Traveler paid more than the reimbursement limit.
  - 1.3. Nothing (blank) if the Amount is an itemized total (see item #3 on this list).

**Note:** The **Adjusted Claim** will never exceed the **Amount**.









2. A chevron (> or V) next to an expense (Figure 17, blue highlight) indicates an itemized receipt. The chevron is a toggle to alternately display or hide the itemized expenses.
3. MyTravel recognizes two types of receipts and expenses:

- 3.1. Most receipts list the full cost of a single type expense type, even if that cost includes multiple charges, such as a single payment for several days of parking.
- 3.2. Itemized receipts show different types of purchases on a single receipt. For example, a hotel bill may include the nightly room charge, several different types of tax, parking fees, meals, in-room movies, and so on. Some of these expenses are not reimbursable, but they all appear on the receipt. MyTravel displays all itemized expenses and allows the Traveler to mark non-reimbursable items as personal expenses to avoid over-payments.

4. The details area. The content of this area can display document cost totals, expense details, attached images, or other items as you select different options on the screen.

## B. Expenses Screen, Icons

Just as in a trip request, the expense report displays icons to provide information about each expense. The icons in section VIII.I could both appear here. Additionally, although others are certainly possible, here are some of the more common icons you'll see in an expense report:

-  ,  = Automatically attached e-receipt, manually attached receipt.
-  = Downloaded GTCC transaction.
-  ,  ,  = Air, hotel, and rental car expenses.
-  = Allocated expense.
-  = Personal expense.

## C. Final Action – Approve or Return

When you've finished your review, you have the same options as in the trip request:

1. Send Back Request with comments to instruct Traveler to make a required change.
2. Approve when everything in the request is correct. The Traveler will receive the amount you approve, less any amount split disbursed to the pay the GTCC Vendor.



**Note:** DoD does not allow use of the **Approve and Forward** option at this time.

## X. Important Note about Budgets

Budget information is not available in MyTravel. When you approve a trip request or expense report in MyTravel, the system always forwards it to the next step in the process. It does not check for funds availability first.

For that reason, before you approve a document, if you are unsure whether the budget contains sufficient funds to cover the obligation or cost of the trip, you or a designated budget analyst should contact your financial system representative. Refer to your local or Component business rules for specifics about how to conduct any interactions with your financial system representative.



If the budget contains insufficient funds, the finance system cannot create an obligation when you approve a trip request. You won't receive a warning when that happens, but if the situation remains uncorrected, the finance system will reject the payment request when you approve the expense report.

## XI. Accessing Old Documents

Sometimes you need to see documents you previously approved. For example, if a Traveler submits a supplementary expense report, you may need to see what you approved in the trip request or the original expense report. Here's how you'd do that:

1. At the top of the MyTravel home screen, select **Approvals**, (Figure 18, indicator #1). The **Approvals** screen opens (Figures 19).

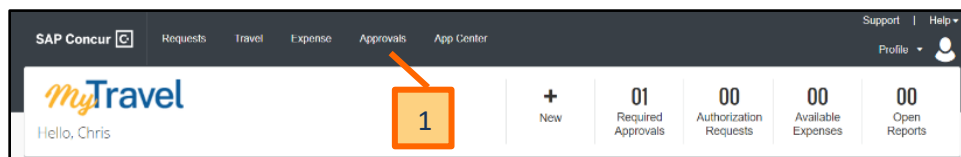
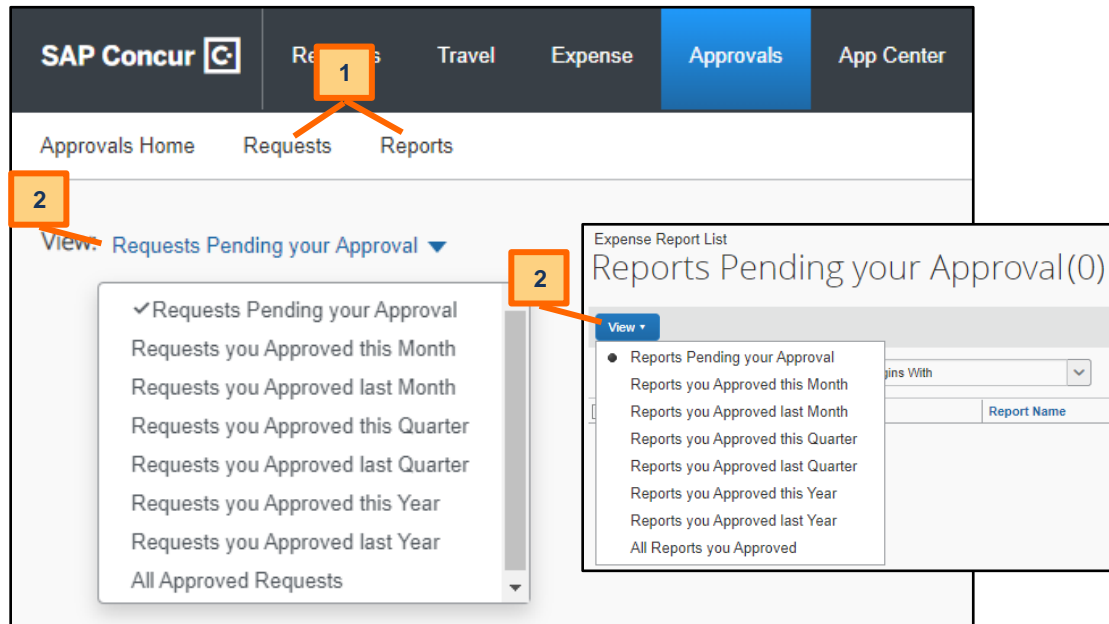


Figure 18: MyTravel Home Screen



Figures 19 and 19a: View Menu Options on **Requests** and **Reports** Screens

2. Near the top of the **Approvals** screen, select **Requests** or **Reports** (Figure 19, indicator #1), depending on what type of document you're interested in seeing. By default, the results screen displays documents pending your approval.
3. You are not interested in approving anything just now, so select **Requests Pending Your Approval** for requests, or **View** for expense reports, to see a list of available timeframes (Figures 19 and 19a, indicator #2). As you can see, there are slightly different layouts depending on whether you're searching for a trip request or an expense report.
4. Select the timeframe that includes the document you want to see. MyTravel displays a list of the documents you approved during that timeframe. Select one to open it.

## XII. Trip Cancellation

Even if a planned trip is no longer required, the Traveler may still have to process their travel documents. If so, they'll need to follow the usual approval process. Whether document processing is still required depends entirely on whether or not the Traveler or the Government is owed any money.

When a trip is cancelled the Traveler must:

1. Cancel all their reservations.
2. Determine whether:
  - 2.1. They owe any money to the Government – for example, if they were paid anything at all toward this trip.



- 2.2. The Government owes them any money, which could happen if they incurred any expenses (say, a lodging cancellation fee) or if they earned any allowances, for example, if they drove to the airport before being notified of the cancellation.
- 2.3. Follow one of the two processes below.

### **A. Cancelled Trip – No Money Owed**

If neither the Traveler nor the Government owes the other party any money, the Traveler will cancel the trip request, so you have no further tasks regarding this trip.

### **B. Cancelled Trip – Money Owed**

On the other hand, if either the Traveler or the Government is owed any money, you may still have to approve the trip request (if you have not already done so), and you will certainly have to approve an expense report.

Both actions follow the usual process, with the following exceptions:

1. There will likely be far fewer expenses than you are used to seeing, as the Traveler may only claim actually incurred expenses and earned allowances, which will be few on a cancelled trip.
2. Because DoD requires all trip requests to have a hotel expense, you may well see a \$0.00 hotel expense on both the trip request and expense report. This is expected.

If the approval results in a travel debt, that debt will follow the usual debt collection process for MyTravel debts. Contact your management for more information about this process. On the other hand, if the approval results in a payment owed to the Traveler, that payment will be resolved in the usual way.

## **XIII. Constructed Travel**

MyTravel does not currently support constructed travel. When it does, this section will be expanded.

## **XIV. Summary**

As an Approver, you are a steward of taxpayer money, are responsible for exercising great care when approving travel payments. You have pecuniary liability for all errors, whether committed intentionally or not. The best ways to protect yourself from being held liable is to follow all established procedures, and to always be thorough, diligent, proactive, and honest when approving travel payments.


Taking the appropriate training will help you understand the approval process, pecuniary liability, and your rights as an Approver. In addition, you should become familiar with other documents that establish the policies that affect you in this role and the resources that provide guidance and help you protect yourself from pecuniary liability. Appendix D provides some resources to assist you.

## Appendix A: Approval Checklists

This Appendix provides checklists you can use to help you review MyTravel trip requests and expense reports for accuracy. We recommend you use these checklists every time you review a MyTravel travel document. Doing so will help better ensure that the documents you review meet the JTR standards for accuracy and completeness.

When using them, there are a few important details you should keep in mind:

1. Do not under any circumstances interpret these checklists as putting limits to what you may check. They are only a reference to the key items you must check. You may always question any piece of information in a document before you approve it, even if it's not on the checklist. Remember—as an Approver, you are responsible for ensuring that all expenses claimed by the traveler are valid.
2. The expense and allowance amounts listed on trip requests are only estimates. Any of the costs they represent could change. Those listed on expense reports must be actual, accurate amounts.
3. Before you start, find out if your local or Component processes require any additional verifications that do not appear in these checklists.
4. While you are reviewing documents for approval, MyTravel functionality restricts you to adding comments, changing the Trip Purpose, updating the LOAs and their cost allocations, and adding attachments. If the document requires any other changes you must return the document to the Traveler (More Actions > Send Back to Employee) with comments detailing the required changes. If each expense amount is accurate, authorized, allowable, and supported by required documentation, you can Approve the document.
5. Much of the information contained in MyTravel documents appears on multiple screens. The checklists presented here include just one logical path through each of the various document types. If you prefer to follow a different path, you are certainly free to do so; just make sure you check all the boxes before you approve the document.
6. MyTravel is an evolving system, which means the available functions change regularly. If you encounter anything that needs correction in these checklists, pass your comments to the DTMO Implementation Team through your Component Coordinator.

**Note:** Items marked with a green checkmark –  – frequently appear in post-payment audit reports as improper payment concerns, so pay particular attention to them.

## A. TDY Trip Request Approval Checklist

### Expense Information (on Expected Expenses screen)

#### General, main screen

- ☐ All listed reimbursable expenses and payable allowances are accurate, authorized, allowable, and are not duplicated elsewhere in the document
- ☐ No improper payments exist or are projected (e.g., expenses not in support of official travel)
- ☐ For lodging cost, one of the following is true:
  - Lodging room rate does not exceed maximum allowable nightly lodging rate
    - **Note:** Maximum allowable rate may be less than full locality lodging rate (e.g., Traveler is TDY to an ILP location)
  - You added a comment to approve the Traveler to receive reimbursement for actual lodging cost in excess of the maximum allowable nightly lodging rate
  - Traveler included a comment to acknowledge that they will pay the extra cost in excess of the maximum allowable nightly lodging rate
- ☐ All anticipated expense items are necessary for official travel

#### General, individual expense details screens

- ☐ All comments and justifications are sufficient in your opinion and per local/Component policy
- ☒ Traveler used an acceptable method to obtain the official en route mileage
- ☒ Traveler provided reasonable estimates for mileage in-and-around the TDY location or between their home/office and a transportation terminal
- ☐ No exempted tax types are entered if travel is to a tax-exempt state

#### Specific to M&IE Allowance (if applicable)

- ☐ Traveler entered an **M&IE Allowance**
- ☒ Traveler entered correct M&IE rate (the per diem rate at the location where official business will occur, not the lodging location)
- ☐ Traveler entered only single-location M&IE allowance (none of the multi-location options)
- ☐ Traveler did not enter M&IE on any planned leave days

### LOAs & Allocations (from Expected Expenses screen, Allocated > View Allocation)

- ☐ Traveler selected correct LOA(s)
- ☐ If multiple LOAs display, Traveler correctly distributed trip costs

**Header Info (from Expected Expenses screen, Request Details > Request Header)**

- ☐ **Request Policy** is correct
- ☐ **Request Type** is correct
- ☐ **TDY Location** is correct (Reflects the Traveler's official business location. In most cases, the airport location is not the TDY location.)
- ☐ Trip dates are correct
- ☐ **Trip Purpose** is correct
- ☐ Employee details are correct
- ☐ **Foreign OCONUS** is not checked

**Res. Info (from Expected Expense screen, Request Details > View Request)****If air travel or train use is anticipated:**

- ☐ Travel schedules are reasonable and necessary for official travel (e.g., no unauthorized circuitous travel or extra travel time with no leave indicated)
- ☐ Traveler used policy-compliant options *or* provided acceptable reason codes and justifications for use of other options

**If a rental car use is anticipated:**

- ☐ Pick-up and drop-off locations, dates, and times are reasonable and necessary for official travel (e.g., are required for daily transportation at the TDY location)
- ☐ Traveler used policy-compliant options or provided acceptable reason codes and justifications for use of other options
- ☐ Traveler did not schedule a rental car for any planned full days of leave

**If lodging use is anticipated:**

- ☐ Hotel check-in and check-out dates and times are reasonable and necessary for official travel (e.g., no unauthorized days without leave indicated)
- ☐ Traveler used policy-compliant options or provided acceptable reason codes and justifications for use of other options
- ☐ Traveler did not book lodging for any planned full days of leave

**Attached Docs (from Expected Expenses screen, Attachments > View Documents)**

- ☒ All documents your local and Component policies require are attached and acceptable

## B. TDY Expense Report Approval Checklist

### Expense Information (on Expenses screen)

#### Key Items on left (expenses list)

- ☒ ☐ All claimed reimbursable expenses and payable allowances are accurate, authorized, allowable, and are not duplicated elsewhere in the document
- ☐ All expense items are necessary for official travel
- ☒ ☐ All required receipts (i.e., expenses of \$75+ and all lodging) are attached, legible, match the claimed amount, show that the amount due was paid, and support official travel
- ☐ No improper payments exist (e.g., rental car use with no gas expense, expenses claimed in excess of actual payments, duplicate expenses)
- ☐ Traveler paid for all official expenses with GTCC unless exempt under the GTCC regulations
- ☐ For lodging cost, one of the following is true:
  - Lodging room rate is at or below maximum allowable nightly rate
  - You approve actual lodging cost in excess of the maximum allowable nightly rate
  - Traveler included an expense item to eliminate excess lodging reimbursement

#### Key Items on right (expense details area)

- ☐ All expenses occurred within travel dates or are allowed early purchases (e.g., airfare)
- ☐ All comments and justifications are sufficient in your opinion and per local/Component policy
- ☐ All lodging claims are itemized to show different expense types
- ☐ Lodging taxes are itemized separately from room rate
- ☐ No exempted tax types are claimed if travel is to a tax-exempt state
- ☐ All non-reimbursable items (e.g., meals paid with GTCC) are identified as personal expenses
- ☐ Traveler used an acceptable method to obtain en route mileage
- ☐ Traveler provided reasonable odometer-based mileage for in-and-around mileage between their home/office and a transportation terminal
- ☐ Air or train travel cost was within authorized limit or Traveler provided acceptable justification for higher cost
- ☐ Rental car cost was within authorized limit or Traveler provided acceptable justification for higher cost
- ☐ Lodging cost was within authorized limit or Traveler provided acceptable justification for higher cost
- ☐ Traveler did not claim reimbursement for lodging on any full days of leave
- ☐ Rental car claim does not include reimbursement for rental on any full days of leave

**M&IE Allowance Expense (if applicable; can be on right or left)**

- ☐ Traveler claimed an **M&IE Allowance**
- ☐ Traveler claimed correct M&IE rate for the TDY location (the location where official business occurred, not the lodging location)
- ☐ Traveler claimed only single-location M&IE allowance (none of the multi-location options)
- ☐ Traveler did not claim any M&IE on any planned leave days

**Header Information (from Expenses screen, Details > Report Header)**

- ☐ **Request Policy** is correct
- ☐ Employee information is correct
- ☐ Trip dates are correct
- ☐ **Trip Purpose** is correct
- ☐ **Foreign OCONUS** is not checked
- ☒ **Confirm Redirect Funds to GTCC Account** amount is reasonable and reflect an attempt to fully pay off Traveler's GTCC account

**LOAs & Allocations (from Expenses screen, Details > Allocations)**

- ☐ Traveler selected correct LOA(s)
- ☐ If multiple LOAs display, Traveler correctly distributed trip costs

**M&IE Allowances (from Expenses screen, Details > Expenses & Adjustments)**

- ☒ ☐ Each day reflects the appropriate allowances, considering leave, provided meals, etc.

**Attachments (from Expenses screen, Receipts > View Receipts in New Window > Open)**

- ☒ ☐ All documents your local and Component policies require are attached and acceptable

## C. Local Travel Expense Report Approval Checklist

### Expense Information (on Expenses screen)

#### Key Items on left (expenses list)

- ☒ ☐ All claimed reimbursable expenses and payable allowances are accurate, authorized, allowable, and are not duplicated elsewhere in the document
- ☐ All expense items are necessary for official travel
- ☒ ☐ All required receipts (i.e., expenses of \$75+) are attached, legible, match the claimed amount, show that the amount due was paid, and support official travel
- ☐ No improper payments exist (e.g., rental car use with no gas expense, expenses claimed in excess of actual payments, duplicate expenses)
- ☐ Traveler paid for all official expenses with GTCC unless exempt under the GTCC regulations

#### Key Items on right (expense details area)

- ☐ All comments and justifications are sufficient in your opinion and per local/Component policy
- ☐ No exempted tax types are claimed if travel is to a tax-exempt state
- ☐ All non-reimbursable expenses (e.g., meals paid with GTCC) are identified as personal expenses
- ☒ ☐ Traveler provided reasonable odometer-based mileage to official locations in the local area
- ☒ ☐ Traveler deducted usual commute distance or cost from claimed POV mileage
- ☐ Rental car use was necessary and cost was reasonable

### Header Information (from Expenses screen, Details > Report Header)

- ☐ **Request Policy** is correct
- ☐ Employee information is correct
- ☐ **Trip Purpose** is correct
- ☐ Confirm **Redirect Funds to GTCC Account** amount is reasonable and reflect an attempt to fully pay off Traveler's GTCC account

### LOAs & Allocations (from Expenses screen, Details > Allocations)

- ☐ Traveler selected correct LOA(s)
- ☐ If multiple LOAs display, Traveler correctly distributed trip costs

### Attachments (from Expenses screen, Receipts > View Receipts in New Window > Open)

- ☒ ☐ All documents your local and Component policies require are attached and acceptable

## Appendix B: Frequently Asked Questions

**How much will I have to repay if I authorize an improper payment?**

Possibly the entire amount of the incorrect payment.

**What should I do if I suspect there are not enough funds available in the budget to fund a trip?**

Contact your Component Coordinator for guidance. You must follow your local guidance for communicating your need to your finance system representatives. Ultimately, you may need to disapprove or modify the trip due to lack of funds.

**Where can I find more information about travel regulations?**

See the DTMO website and Appendix D of this guide.

**What should I do if I am unsure about the legality of an expense?**

Refer to the JTR. If you do not find the answer in the regulations, refer to your local business rules.

**What should I do if I am not available to help a traveler who needs short notice travel approved?**

You must assign a Delegate (or have a Travel Manager assign one for you) before the Traveler submits the trip request for approval.

**I have a DD Form 577 appointing me as an Authorizing Official in DTS. Do I need another one appointing me as an Approver in MyTravel?**

Yes. The travel system in which you are appointed to approve payments must be named on the DD Form 577.

For more Approver-related Q&A fun, visit the DTMO website's page at <https://www.defensetravel.dod.mil/Docs/MyTravelSupplement7.pdf>.



## Appendix C: Glossary

TERM	DEFINITION
Accountable Official	A person appointed to provide a Certifying Officer with information, data, or services to support the payment certification process.
Approver	A MyTravel official appointed in writing to obligate funds to support TDY and official local travel. Serves as a Certifying Officer when approving travel documents that request payment. May be held financially liable for erroneous payments resulting from the performance of their duties.
Centrally Billed Account (CBA)	An account established between the Government and a GSA SmartPay contractor for the purchase of official transportation tickets. <b>Note:</b> MyTravel does not currently support CBA payments.
Certification	The act of attesting to the legality, propriety, and correctness of a voucher for payment as stated in 31 U.S.C. 3528.
Certifying Officer	An official appointed in writing to certify official payments.
Contiguous United States (CONUS)	The contiguous 48 states of the United States and the District of Columbia; does not include Alaska and Hawaii.
Disbursing	The act of paying public funds to entities to which the Government is indebted; the safeguarding of public funds; and the documenting and reporting of these transactions.
Document	A business record in hard copy or electronic form. In MyTravel, it refers to a trip request or expense report.
Erroneous payment	A fiscal irregularity resulting from processed payments that do not comply with laws and regulations. Can be an overpayment or an underpayment.
Expense Report	A document that is certified by a CO and provides the basis for the disbursing office to make a travel payment.
Government Travel Charge Card	A charge card used by authorized individuals to pay for official travel and transportation related expenses for which the card contractor bills the Government (CBA) or individual (IBA).
Joint Travel Regulations (JTR)	The regulation that prescribes travel and transportation allowances authorized for DoD employees while on official travel.
Line of Accounting (LOA)	A financial construct that identifies the source of funds used to pay official travel expenses and allowances (e.g., transportation, per diem).
Pecuniary Liability	Personal financial liability for fiscal irregularities of COs (in MyTravel, Approvers) as protection for the Government against errors and theft.
Split Disbursement	Mandatory distribution of a Traveler's voucher payment to both the GTCC vendor and the traveler.

TERM	DEFINITION
Temporary Duty (TDY)	Official travel to one or more places away from the traveler's Permanent Duty Station (PDS).
Travel Management Company (TMC)	A travel agent that provides official travel and ticketing services to official Government travelers. DTS still refers to the TMC as the CTO (see "CTO" above).
Trip Request	A document used to authorize the details by which a Traveler may execute TDY travel. The Government is obligated to pay or reimburse the Traveler for any allowance or expense approved on the trip request.

## Appendix D: Additional Resources

The items on this list provide the URLs for additional information you may find useful. Some of them are mentioned elsewhere in this guide.

- Public Law 104-106, 1996, [TITLE IX - Department of Defense Organization and Management, Subtitle B - Financial Management, SEC. 913. Designation and Liability of Disbursing and Certifying Officials]
  - Link: <https://www.gpo.gov/fdsys/pkg/PLAW-104publ106/pdf/PLAW-104publ106.pdf>
- Public Law 105-270, The Federal Activities Inventory Reform (FAIR) Act of 1998
  - Link: <https://www.govinfo.gov/content/pkg/PLAW-105publ270/html/PLAW-105publ270.htm>
- DoDI 5154.31: Commercial Travel Management, particularly Volume 3: Defense Travel System
  - Link: <https://www.defensetravel.dod.mil/site/dodi5154.cfm>
- DoD FMR Volume 5:
  - Link [https://comptroller.defense.gov/Portals/45/documents/fmr/Volume\\_05.pdf](https://comptroller.defense.gov/Portals/45/documents/fmr/Volume_05.pdf)  
Chapter 1: 0103 Accountability and Responsibility  
Chapter 5: 050304. Certifying Officers  
Chapter 6: Physical Losses of Funds, Erroneous Payments, and Overages
- Joint Travel Regulation (JTR)
  - Link: <https://www.defensetravel.dod.mil/site/travelreg.cfm>
- Treasury publication “Now That You’re a Certifying Officer”
  - <https://fmsq.treas.gov/tfm/vol1/CertifyingOfficer2.pdf>

For general information about how to use MyTravel, you can find a wealth of information in the available [User Guides and Demonstrations](#) that the contractor created and in these resources:

- Vendor-created User Guides and Demonstrations
  - <https://www.concurtraining.com/toolkit/en/expense/end-user/ui02>
- DoD-created Guides are available through the DTMO website’s MyTravel page
  - <https://www.defensetravel.dod.mil/site/mytravel.cfm>